

MARYLAND

factsheet



Preparing for the new Smart Meter

Pepco is installing new “smart” meters for all of its Maryland customers beginning in June 2011 and continuing through the end of 2012. Through this initiative, Pepco is seeking to help customers better manage their energy use and help protect the environment. Pepco is authorized by the Maryland Public Service Commission to install smart meters for all of its Maryland customers. Below is some important information to ensure the smart meter installation goes smoothly.

- Pepco’s contractor for performing the meter installation is Scope Services. Scope Services employees will be driving white vehicles with Scope Services and Pepco signs on them and will be wearing blue shirts with the Scope Services logo, tan khakis and photo identification badges.
- Please prepare for the new smart meter by making sure that anything blocking access to the existing meter, such as improperly installed siding and/or other physical modifications, is removed. Also, please make sure installers do not encounter locked gates, dogs in the yard, etc., which could prevent a meter exchange.
- Installers will knock on the door to notify the customer of their arrival and prepare for the service interruption, if necessary. If no one answers, the installer will proceed to make the installation. In cases of multi-dwelling units, installers will notify the management office of their presence and proceed with meter exchanges.
- If no one is at home and a meter is indoors or otherwise inaccessible, the installer will try again later. After several failed attempts, the installer will leave a card asking the customer to call and schedule an appointment.
- In most cases, an installer requires only a few minutes and can complete the work without any customer assistance. In some cases, such as with indoor or inaccessible meters, installers may require special access to the meter. If Pepco has existing meter access arrangements with the customer, installers will access the meter according to those existing arrangements.
- If Scope Services’ installers find equipment that is unsafe or unable to accept a new meter, Pepco will dispatch a service person to determine what corrective action must be taken and whether that work can be performed by Pepco or must be performed by the customer.
- Installation of a new smart meter may result in a brief (less than a minute) interruption of electric service. Customers may need to reset their clocks and other electronic equipment after the exchange.
- These new smart meters ultimately will provide customers with a variety of benefits including detailed energy use information and fewer estimated bills. To prepare for making the most of this technology, Pepco recommends that customers sign up for the My Account service on the Pepco Web site, an online feature that provides information on how to better manage your energy use. Go to pepco.com and click onto the My Account section on the homepage.

Please recognize that these are general guidelines the company will follow during the installation of the new smart meter. There may be exceptions that will be handled on a case-by-case basis. Please call 202-833-7500 if you have any questions.